

WASHINGTON STATE UNIVERSITY

# ENTERPRISE SYSTEMS

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MONTHLY STATUS REPORT



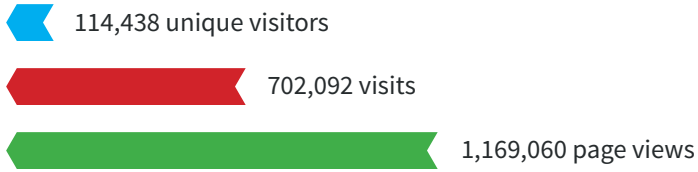
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**2016**  
OCTOBER

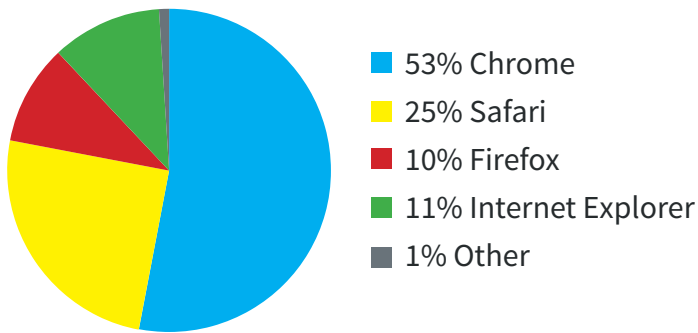
# STUDENT INFORMATION SYSTEM STATS

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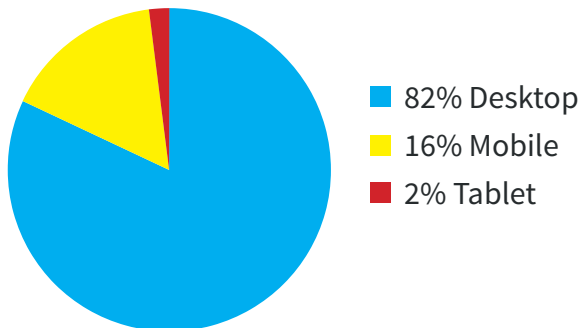
## Student Information System Statistics



## Browser



## Device



# JIRA BUGS

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## JIRA Bugs Statistics

- 48 new bugs
- 45 bugs closed
- 13 bugs in progress
- 13 bugs ready for test
- 5 bugs ready for production
- 11 bugs have been deferred

# JIRA STATS

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## JIRA Statistics

- 1389 issues created
- 1256 issues resolved

# JIRA SERVICE DESK

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## JIRA Service Desk Statistics

- 995 cases submitted
- 970 cases resolved

## Case Breakdown

- Academic Advisement
  - 45 cases submitted
  - 43 cases resolved
- Access Request
  - 90 cases submitted
  - 89 cases resolved
- Admissions and Recruitment
  - 90 cases submitted
  - 85 cases resolved
- Business Intelligence
  - 22 cases submitted
  - 26 cases resolved
- Business Objects
  - 3 cases submitted
  - 3 cases resolved
- Business Systems
  - 54 cases submitted
  - 59 cases resolved
- Campus Community
  - 50 cases submitted
  - 48 cases resolved
- DBA
  - 6 cases submitted
  - 5 cases resolved
- Enterprise Systems
  - 91 cases submitted
  - 89 cases resolved
- eXplorance Blue
  - 68 cases submitted
  - 63 cases resolved
- Financial Aid
  - 39 cases submitted
  - 37 cases resolved
- Graduate School
  - 9 cases submitted
  - 10 cases resolved
- Production Control
  - 0 cases submitted
  - 0 cases resolved
- Student Financials
  - 366 cases submitted
  - 359 cases resolved
- Student Records
  - 62 cases submitted
  - 54 cases resolved

# PROJECT STATUS KEY

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- In Progress (On Schedule) - Project is progressing as planned and on schedule.
- In Progress (At Risk) - Project is progressing as planned but has had some minor delays or setbacks. If the delays or setbacks are not addressed the project will not be completed on-time.
- In Progress (Critical) - Project is not progressing as planned and has had significant delays or setbacks. If the delays or setbacks are not addressed immediately the project will not be completed on-time.
- In Progress (Missed Delivery Date) - Project is still moving forward but has missed its delivery date.
- Completed (Early) - Project was successfully completed ahead of schedule.
- Completed (On Time) - Project was successfully completed on time.
- Completed (Late) - Project was completed behind schedule.
- Not Started - Project has not begun.
- Deferred - Project has been deferred.

## PROJECT STATUS

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### Academic Advisement

#### College of Education - Field Placements

The College of Education will create a responsive, centralized data system in order to systematically and comprehensively gather evidence on candidate learning, program operations, placement rates, clinical experiences, and candidate characteristics.

**Expected Completion Date:** November 30, 2017

##### ■ In Progress (Critical)

Enterprise Systems is working with the College of Education to determine the best course of action to get their data within myWSU. With no viable solution to remedy the WorkCenters issues from Oracle Enterprise Systems is working to define a viable replacement so the project can progress forward.

#### My Academic Planner Four Year Degree Plans

My Academic Planner is a project designed to utilize information from the Washington State University Course Catalog in order to create 4-year degree plans accessible to students and advisors as the student progresses towards earning their degree. My Academic planner tracks their progress and serves as a guide for them to complete all necessary courses for their degree in a timely manner. My Academic Planner will not only track progress within the student's major requirements and university requirements, which include UCORE and Honors curriculum, but will also be capable of tracking the student's GPA and writing portfolio as well as any minors, secondary majors, or certificates the student has expressed their intention to complete. The target date for this project is Fall 2017 and all programs should be configured and tested by April 2017.

**Expected Completion Date:** November 30, 2017

##### ■ In Progress (On Schedule)

The project continues to move forward and plans are being built out within myWSU. Plans have been run but departments have not validated them yet. Enterprise Systems will be reaching out to departments to begin their portion of the validation next month.

### Admission & Recruitment

#### Emas Extract Version II

The custom process that currently generates the Emas extract files will be rebuilt as a Connected Query. The custom process will no longer be needed.

**Expected Completion Date:** October 28, 2016

■ **In Progress (Missed Delivery Date)**

Enterprise Systems still needs to construct a query for student stage. Once this is completed everything will be in place to close out the project.

## **Guest Log-in for Evaluate My Transfer Credits**

The Office of Student Success and Transition alongside Washington State University's Transfer Clearinghouse have been working towards a solution to allow students to be able to evaluate their transfer credits using information from the Student Information System, myWSU. The Enterprise Systems project Evaluate My Transfer Credits was initiated over two years ago to assist with transfer credit evaluations. The Evaluate My Transfer Credit project was able to successfully activate the Evaluate My Transfer Credit component, unfortunately the component has not been made available to students due to modifications and bugs that the Enterprise Systems team continues to work on. Additionally, the component has also not been released to allow time for more transfer course equivalencies to be added to the database to ensure the information is up to date. Pending the transfer course equivalencies updates, students will be able to generate reports with accurate reflections of their progress toward a degree. The Guest Log-in for Evaluate My Transfer Credits project is the result of an effort to transition the previous project to a new Project Lead, Implementation Manager, and Project Manager. This project will allow current students and prospects (without a user account) to visit the transfer credit evaluation page. Additional functionality to make the tool user-friendly is also a project priority. The transfer credit evaluation tool should be simple for students to use. Students should be able to apply the transfer credit model generated in the evaluation process and add those credits to a 4-year plan/what-if report.

**Expected Completion Date:** February 1, 2017

■ **In Progress (On Schedule)**

A proof of concept presentation has been scheduled during the second week of November. Enterprise Systems plans to present the Evaluate Transfer Credit component and collect feedback from Sponsor and Stakeholder.

## **Implement Undergraduate Admission Application Evaluation**

The Undergraduate Admissions Office will begin using the Application Evaluation component to evaluate applications that don't immediately qualify for admission.

**Expected Completion Date:** November 18, 2016

■ **In Progress (On Schedule)**

Enterprise Systems is expanding access to application evaluations to other campuses.

## **Mobile Application - Admissions**

This project will track the work necessary to implement an admissions section in the mobile application.

**Expected Completion Date:** August 1, 2016

■ **In Progress (Missed Delivery Date)**

Application testing did occur internally but not occur with beta users in October due to issues with our test environment. The application is expected to be moved into the application stores in early November so beta testing can be performed before making it available to everyone in the application stores.

## **SAT - Accommodate Redesigned SAT**

This Project focuses on the work necessary to accommodate the changes introduced with the redesigned SAT.

**Expected Completion Date:** September 30, 2016

■ **In Progress (Missed Delivery Date)**

Project should be delivered soon. Education Advisory Board extract has been updated and Enterprise Systems is working to contact them to discuss changes and when they will go live. Enterprise Systems has been reaching out to notify specific departments of the change and coordinate go live date.

# Business Intelligence

## OBIEE Snapshot Proof of Concept

During the Student Information Systems project, OBIEE was put in place as the student data warehouse. Over the course of the last year there has been significant effort to improve and expand the warehouse. One item that has been missing since the implementation of the warehouse is the ability to provide snapshots. Snapshots are particularly useful for tracking admissions data, therefore, this project will work to provide snapshot data for the new admissions subject area in OBIEE. In order to provide this service in the warehouse several different options have been identified. Delta snapshots have been identified as the most promising method due to its ability to snapshot data while consuming minimal additional disk space. Enterprise Systems in conjunction with Institutional Research will develop a proof of concept utilizing this technology to see if it will meet our unique requirements.

**Expected Completion Date:** November 14, 2016

■ **In Progress (On Schedule)**

The Delta Snapshot proof of concept is still in development. Enterprise Systems is using a modified version of the ADM\_APPL\_PROG table, the ADM\_APPL\_DATA table, and a newly created Calendar table to demo what the snapshot will be able to provide. We were able to get good counts on application and admissions numbers, and successfully capture delta snapshots on these tables. Our final hurdles are correctly joining the catalog table to ADM\_APPL\_DATA, as well as to bring in an 'Application Counting Flag'. We anticipate the proof of concept to be complete by Monday, November 14th.

## OBIEE Report Conversion to SDW

The purpose of this project is to first convert as many reports as possible that are built off of Campus Solution Views to be built instead out of the new Student Data Warehouse. After this portion of the project is finished we will go through and begin converting all other warehouse reports that were previously built out of delivered Subject Areas to instead be built out of the new Student Data Warehouse.

**Expected Completion Date:** August 12, 2016

■ **In Progress (Missed Delivery Date)**

All of the reports have been converted in OBIEE. Enterprise Systems is making another push to get the SDW reports approved by their owners. Our goal is to have final sign off and close this project out by month's end. We are waiting on approvals from: Matt Zimmerman, Cheryl Hansen, Cheryl Oliver, and Ruth Ryan.

# Business Systems

## Business Objects Upgrade 3.1 to 4.2

Upgrade the Business Objects Environment from XI 3.1 to 4.2, including upgrading the database from SQL Server 2000 to SQL Server 2014.

**Expected Completion Date:** December 16, 2016

■ **In Progress (On Schedule)**

Project is on time and up to date. 11 of 21 tasks for the project have been completed. Enterprise Systems is currently working on configuration by way of Central Management Console in DEV, configuring SSL in DEV, and enabling AD authentication in DEV. After those tasks are completed, we will work on migrating the repository to 4.2 Dev, validating BI 4.2 functionality in DEV, data warehouse list upload, and installing IB Enterprise now that the purchase is complete.

## Deferred Compensation

Washington State Legislature passed legislation that all new full-time employees hired January 1, 2017 or later are to be enrolled in the Deferred Compensation Plan at a 3% contribution rate unless they opt out, or elect a different percentage. WSU will partner with DRS/Empower to inform them of new full-time employees (need to be clearly defined), and DRS/Empower will contact new employee about the 30-day opt out period. The benefit will start

at the end of the 30-day period, and not be retro back to the date of hire. Empower will allow a 90-day period for employees to say they do not want to participate, and the employee will be refunded. WSU would submit a pay cycle submission of new hires. Payroll systems will need to be modified to allow percentages. With this change, existing participants will be able to elect a percentage as a contribution vs. a dollar amount, which is what they have elected to date.

**Expected Completion Date:** January 6, 2016

**■ In Progress (On Schedule)**

Over the course of the last month Human Resource Service (HRS) has worked with the Department of Retirement Systems (DRS) to clearly define Washington State University's (WSU) roles and responsibilities within the new program. Modifications will need to be made to several of WSU's processes for handling deferred compensation. A number of these changes will require Enterprise Systems to make modifications to HEPPS, Payroll Statement, and Payroll Validation. HRS is working with DRS to clarify additional questions that have arisen.

## **MetLife Life Insurance**

Health Care Authority has contracted the Life Insurance PEBB benefits to MetLife as of January 1, 2017. MetLife will function as the plan administrator, and WSU will be working with them directly vs. through HCA. This project will include: providing a list of our current employees' insurance coverage to propagate current enrollments; modifying payroll deductions with new fields; setting up billing, remittance and payment files and schedules; and testing. Existing employees will be allowed to make changes during Open Enrollment, so much of the work will need to be completed by mid-October, 2016.

**Expected Completion Date:** January 6, 2017

**■ In Progress (At Risk)**

The project has fallen behind schedule. Use cases have not been completed for all scenarios. MetLife will not be providing a management portal to Washington State University as initially discussed. Customizations to the system have not begun in the development environment and additional outstanding questions remain that we are waiting for MetLife and HCA to answer.

## **Windows 2003 Migration**

Design and implement new Windows Server infrastructure, and migrate all Windows applications to a non-deprecated infrastructure.

**Expected Completion Date:** May 1, 2016

**■ In Progress (On Schedule)**

Multiple web services, Central Stores Test Site, and EAMS were migrated onto the new infrastructure. Next week Central Stores Production Site will be moved to production and the project will begin using Agile methodology to help improve project progress.

## **Campus Community**

### **Address Update Via File Load**

University Receivables collectors receive address updates from the collection agencies they work with. These files can be in .CSV or .XLS formats. Receivables would like to be able to take those files and automate an update process in lieu of entering them manually one by one.

**Expected Completion Date:** TBD

**■ Deferred**

This project has been on hold for several months. Enterprise Systems is working with University Receivables to determine the next steps of this project. The data that has been provided so far has not been useful.

### **ATLAS - Aspiring Teachers**

The Aspiring Teacher Leadership and Success (ATLAS) program at Washington State University is a federally-funded TRIO Student Support Services grant. It serves students seeking their first bachelor's degree in the field of teacher

preparation. ATLAS provides exclusive opportunities for future teaching professionals to participate in success advising, exemplary utilization of resources, and institutional activities designed to prepare them for excellence in college and career. Students eligible for ATLAS are first-generation or low-income students, or students with a disability. The program will require resources within myWSU to allow students and ATLAS Advisors the ability to view a students progression within the ATLAS program.

**Expected Completion Date:** TBD

**■ Deferred**

The project has been placed on hold and deferred until the INVEST In Success project has completed all of the major processes required for the program to run successfully.

## **IALC Expansion**

In spring 2015 IALC (Intensive American Language Center) a division of the Department of International Programs (IP) went live in myWSU. They had operated for years outside of WSU in their own FoxPro system without being integrated into the WSU systems. This made it difficult for IP to track international student requirements and understand their English language skill level. Having the students in myWSU meant that they could report and track the information as well as matriculation rates to Undergrad and Grad levels of those students who participated in IALC. The understanding at that time was that there were conversations happening and hope to expand to other WSU campuses. That has happened and Tri-Cities will be opening a center beginning Spring 2017.

**Expected Completion Date:** December 30, 2016

**■ In Progress (On Schedule)**

The project is nearly complete. Enterprise Systems will be working with IALC next month to see if we can possibly finish the project early.

Project is near completion. Enterprise Systems has completed the 3C communication and is waiting for approval from IALC before moving the communication into Production. Fees and tuition still need to be built out. Enterprise Systems is waiting for accounting confirmation from Debbie Stellyes in University Receivables. Debbie still needs to talk about the accounting with Tami Bidle. Test enrollment of IALC Tri-Cities students had some issues. Enterprise Systems is working to resolve the issues before the next IALC students are enrolled.

## **Invest in Success**

Invest in Success is a grant program that aids qualifying Washington residents and low income students by teaching them financial responsibility. It also provides a 1:4 match of institutional and federal grant funds with 1 part student/family contributions. Monies are held at Washington Trust Bank and tracked by Provosts Office. The students do not have direct access to the funds but can request fund distributions. The funds can be used for books, tuition, computers, etc. myWSU will be used to track communications, allow application filing, provide agreement tracking, provide reporting and possibly account balance and transaction tracking.

**Expected Completion Date:** December 1, 2016

**■ In Progress (On Schedule)**

The INVEST activity center has been moved to production and will be turned on for students next month. The focus has been on reporting. INVEST has grant reporting due in November and Enterprise Systems is working to produce queries to extract the data.

## **Database Administration**

### **Services to Database Report**

The proposed “Services to Database Matrix” provides information that describes the Database systems and services that are provided and managed by the WSU Information Technology Services Database Management Services (DMS) Group. This documentation will support the management, and departments in reducing downtime, unexpected outages, and most importantly, a tool that will provide insight on dependent systems to reduce impacts to our customers. This information will also provide a foundation for determining where the demarcation



of services lies when bringing changes to the Change Control Board (CCB).

**Expected Completion Date:** April 3, 2017

■ **In Progress (On Schedule)**

Held project kickoff meeting on October 31, 2016. Enterprise Systems is currently composing email questionnaires to be sent out to departments. The questionnaires will be sent out on November 8, 2016 and the due date for them to be returned is November 28, 2016. Enterprise Systems will then meet with each department to discuss the questionnaires and gather additional information.

## Enterprise Wide

### College in the High School

WSU Tri-Cities operates the College in the High School program, which provides a way for high school students to take WSU classes from their WSU Certified and WSU supervised high school instructors and earn WSU transcribed college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

**Expected Completion Date:** November 30, 2016

■ **In Progress (At Risk)**

Enterprise Systems continues to work with the Tri-Cities campus to develop an automated solution to a very manual process. The Tri-Cities campus has been able to recently deliver a file for Enterprise Systems to use to build and test the new file upload process.

### Direct Deposit Consolidation

Enterprise Systems has been asked to consolidate direct deposit information into myWSU. This project will coordinate work required to move direct deposit information from the travel system and payroll into myWSU. It will also facilitate the configuration and testing of systems outside of myWSU that will utilize the direct deposit information to ensure that processing will not be interrupted.

**Expected Completion Date:** TBD

■ **Deferred**

After confirming that Payroll for North America is no longer available in the latest release of Campus Solutions the project has been placed on hold. Enterprise Systems is working with Payroll, Student Financials and Travel to determine the best alternative solution. Work on the project will resume in November.

### Mainframe Upgrade

The Washington State University mainframe hardware and portions of the software are currently out of date and need to be upgraded. Information Technology Services is responsible for upgrading the software and the hardware as well as maintaining the mainframe. To ensure that the mainframe continues to run and support core services on campus these upgrades are required. It has been determined by Information Technology Services leadership that the best course of action is to move the mainframe to a cloud hosted solution.

**Expected Completion Date:** December 1, 2017

■ **In Progress (On Schedule)**

The project charter has been completed. Enterprise Systems is waiting for the charter to be signed before kicking the project off.

### Graduate Business Academic Career

The purpose of this project is to create a new Business Academic Career and convert Graduate MBA Programs and Students to new Business Career for Fall 2015. This will allow the Graduate MBA Program to manage their own admissions and more effectively track students.

**Expected Completion Date:** December 31, 2015

■ **In Progress (Missed Delivery Date)**

The requirement terms for all new and continuing students will be updated one last time to be Fall 2016. Once that

update is complete, we will activate advising reports for all new and continuing students.

## Texting Opt-in/Out

The Provost would like to have a way for students to opt-in/out of text messages that are being sent out from WSU systems. Several systems receive student information from myWSU. By providing a method for students to self-serve in myWSU, students will be able to control if they get text messages from the systems fed by myWSU. The Provost Office would also like to provide the students with a way to review their information and the policy every semester. This process will be added to the optional purchases page that students pass through every semester.

**Expected Completion Date:** November 4, 2016

### In Progress (On Schedule)

All students have been opted-in to text messages if they have a mobile number. The notification has been added to optional services and an opt-in/out page has been setup in myWSU. The feeds going to Blackboard and EAB have been updated. The mobile application needs to be published with the additional changes. Enterprise Systems is hoping to have this in place the second week in November.

## Washington State University College of Medicine

The Washington State University School of Medicine was established by the WSU board of regents in 2015, after the state legislature amended a 1917 statute that gave the University of Washington in Seattle the exclusive right to grant degrees in medicine in the state. The Washington State University School of Medicine is preparing to admit students for the first time. In order to accomplish this the student information system (myWSU) needs the different modules to be configured. This includes but is not limited to academic structure, admissions, student records, financial aid and student financials. The Washington State University School of Medicine will also be using Entrada as their learning management system. myWSU will need to provide information to Entrada.

**Expected Completion Date:** December 22, 2017

### In Progress (On Schedule)

The College of Medicine is now accepting applications within AMCAS. Enterprise Systems is working with Entrada to ensure that the proper data is provided to the Medical School from myWSU. There are a few questions that need to be answered pertaining to academic structure, tuition and financial aid. Enterprise Systems will be focusing on bringing the proper individuals together to discuss these items so the proper decision is made.

## eXplorance Blue

### Blue Tooling

Project to track the creation of tooling in myWSU to support course evaluations delivered via the Blue course evaluation system.

**Expected Completion Date:** TBD

### Deferred

The project has been deferred.

## Financial Aid

### Financial Aid Accept Decline Awards Self Service Messaging

Have a page come up after the student hits submit on the Accept/Decline Award that then would provide the information for each of the actions related to the loan item type (i.e. if they accepted the Staffords-MPN/Entrance info, if they declined the PLUS- what to do to have them re-offered in the future, etc.). Since that would be a bolt on page, rather than a mod to the delivered self service page, it would be easier to implement as well as maintain. Also create a page that Student Financial Services would maintain with the messaging, so they can update it

whenever they need/want to. Alert a student to next steps after they choose submit on the Accept/Decline Award page in Self Service. Project updated to utilize Notification Framework to provide the notification vs. having a static page come up (which was the original plan as a bolt on to Self Service).

**Expected Completion Date:** June 1, 2016

■ **In Progress (Missed Delivery Date)**

Notifications were turned on for the Student Service, Accept/Decline page on August 29, 2016 and email notifications began sending while students were taking action and the last task was closed for this project. Unfortunately, the actions students were taking caused issues (duplicate emails, clicking submit when they weren't accepting or declining loans). Therefore a decision to turn off the notifications on August 30, 2016 by Enterprise Systems and Student Financial Services so notifications stopped that day. After discussion with the team, the technical work to modify some settings was done and is now being tested. Changes were made to the notification process so that it only sends notifications when a student actually accepts or changes data for their loans. This was tested and now works as designed. In testing, we discovered that email notifications are getting stopped by ProofPoint and not being delivered. We are working with CougTech to determine how the emails can be whitelisted before going live in production. We are hoping for a resolution on that issue soon. Once that is resolved and Student Financial Services is ready for us to turn it on, we will do so.

## Graduate School

### **Build Academic Advising Reports for the Graduate School**

An Academic Advising report will be built for all graduate certificates, masters and doctoral degrees in the graduate career.

**Expected Completion Date:** August 1, 2017

■ **In Progress (On Schedule)**

The deliver date was extended to August 1, 2017 to provide departments with more time to review their advising reports. Enterprise Systems will be meeting with each department to help facilitate the review process. We are expecting the review process to be complete by April. The new academic advising reports will be in place for Fall 2017.

### **FERPA for non-WSU individuals**

With plans to grant myWSU access to external committee members, the Graduate School has requested a process that will allow non-WSU employees, particularly those serving on graduate research committees, to review FERPA guidelines and provide an electronic signature to agree to comply with the terms and conditions without being required to take the FERPA test that all WSU employees must take.

**Expected Completion Date:** July 29, 2016

■ **In Progress (Missed Delivery Date)**

The solution has yet to be fully tested in our portal test environment due to environment issues caused by the PeopleTools 8.55 upgrade. The Portal Test refresh will be completed in early November. Upon the refresh completion the solution will be added back into the environment and testing will be able to take place.

### **Graduate Research Management**

The Graduate School and Enterprise Systems will begin utilizing the graduate research management module to track graduate students. This offers the ability to track candidates' time to degree, create assignments, and allow for the submission of electronic documents.

**Expected Completion Date:** February 24, 2017

■ **In Progress (At Risk)**

The new abbreviated FERPA training for non-WSU committee members is being tested. This has been delayed due to the PeopleTools 8.55 upgrade and issues that arose around that project. Once the FERPA piece is put in place we will be able to begin moving the committee members portion of the project forward again. Oracle has not provided a solution for the dashboard issue so a work around is being discussed with the Graduate School.

# Student Financials

## 1098-T Calculation Override Process

The 1098-T Calculation Override Process project is scheduled for delivery by December 31, 2016, in order to be available to Administrators for 1098-T Calculation in January 2017. Enterprise Systems, University Receivables and Student Financial Services have discussed goals and objectives of project, and a Project Charter is in development.

**Expected Completion Date:** December 31, 2016

### ■ In Progress (On Schedule)

The run control has been completed and University Receivables will be testing and validating process the second week of November. Once the process has been tested and validated it will be moved to production and the project will be complete.

## External Agency Collection Fees

Integrated information in SIS from collection agencies will allow the generation of accurate account statements when agencies request proof of debt from WSU. Proof of debts are submitted to the courts when suits are authorized on students' accounts. WSU will have the ability to deliver accurate statements of accounts with collection agencies without having to contact each agency directly. Once charges on students' accounts are accurate in SIS, a query would provide the data needed in order to submit accounts to collection agencies. Above all, an integrated system will save staff time and eliminate data and coding errors that occur when this information is entered manually in SIS. The reduction of workload as a result of this project is in parallel with the University Receivables Office strategic goals of efficiency and customers service enhancements.

**Expected Completion Date:** July 1, 2017

### ■ In Progress (On Schedule)

University Receivables and Enterprise Systems have worked closely to outline the project requests and clarify request details. A project charter will be out for approval and a project plan will be finalized in the next couple of days.

## Interest Charges On Robinson/Regents Loans

Students who are granted the Robinson/Regents emergency loan by the Dean of Students office have to sign a Master Promissory note. All the Promissory Notes completed to date state that if the loan is not paid in full by the due date, interest would start to accrue at 12% per annum (1% per month). Because the configuration for the interest fee never occurred in the Student Information System, students have not been charged with the accrued 12% per annum (1% per month) interest fee on past due Robinson/Regents emergency loans.

**Expected Completion Date:** December 30, 2016

### ■ In Progress (On Schedule)

Our Implementation Manager is working on building a customized page that will not only satisfy this project's requirements, but will also be versatile for future business practices that require a fee to be posted on an account based on a specific percentage of the remaining principle balance.

## Service Indicator To Remove Late Payments

This project will explore placing a service indicator on an account to remove late payment fees rather than have to remove them manually. A service indicator would prevent any additional late fees from charging in a specific term, valid for late payment fees for the specific term only. All late payment fees for previous terms would continue to be removed manually. A manual process will also be used if some late fees were being removed from the account, for example if the decision is made to waive only the second and third late fee but not the first.

**Expected Completion Date:** December 30, 2016

### ■ In Progress (On Schedule)

University Receivables will be validating the process developed by Enterprise Systems during the second week of November. Once the validation has been completed this project will be moved into production. Currently we are looking to deliver the project ahead of schedule.

## WSU Payment Plan Pilot

The WSU Payment Plan Pilot is scheduled for delivery by December 31, 2016, in order to be available to Students and Parents for 2017 Spring Semester. Enterprise Systems has started process of working with Stakeholders to develop the Project Charter and baseline, proof of concept for review.

**Expected Completion Date:** December 31, 2016

■ In Progress (On Schedule)

As we await an accounting decision on payment plans, Enterprise Systems along with the project team work to identify the student pilot population, test configuration, and continue to work on making as much progress as possible towards a successful delivery.

## Student Records

### No Projects at this Time

## Technical

### Mulesoft

Project will implement Mulesoft as Enterprise Systems integration platform.

**Expected Completion Date:** January 20, 2017

■ In Progress (On Schedule)

Mike Corwin has been made aware of the need for the Public/24 IP space and is working with Tony Opheim on a solution. The project is slowly moving forward but without the proper connectivity to Mulesoft nothing can be tested to ensure it is setup correctly and working.

## PROJECTS COMPLETED THIS MONTH

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### Financial Aid SAP DOC Intake

Student Financial Services would like to streamline the interaction with Academic Advisors regarding a students Maximum Time Frame for Satisfactory Academic Progress. This project would simplify the process for obtaining the required documentation from Academic Advisors for students.

■ Completed

### PeopleTools 8.55 Upgrade

This project will track the implementation of PeopleTools 8.55 within all of Enterprise Systems Campus Solutions environments.

■ Completed

### Unit Record Report

The Unit Record Report (URR) is a report that is required to be delivered to the State of Washington every October. It must provide information on every student enrolled in the University that has received Financial Aid. This report has been done via direct SQL the last 3 years. The current process is slow as the script has to be ran, checked, changes noted, changes made to SQL, and then results uploaded to Sharepoint for validation. This process continues until the results of the report are correct and validated. Last year, there was an attempt to create this report in Query Manager and run it out of that tool instead. The attempt got close, but in the end was never able to accurately produce the results required.

■ Completed